

## 2.1 Getting Started

ERIC is available through the LDEQ web portal at the ERIC home page <http://www.deq.louisiana.gov/eric>:



ERIC can be accessed using any modern web browser such as Microsoft Internet Explorer (version 8 or higher), Google Chrome (version 16 or higher) or Mozilla Firefox (version 4 or higher). ERIC does not make use of any browser plug-ins, so no additional software installations are required to access the application. However, ERIC may make limited use of cookies for session tracking and pop-up windows. If your browser is set for a high level of security, or if you have third-party pop-up blockers installed and ERIC is not responding properly, you will need to disable your third-party blockers (or add the LDEQ portal to your list of excluded sites) and set your browser security to medium for the LDEQ portal site. Due to the number and variety of browser versions and third-party blocker tools in the marketplace, instructions for all of them cannot be listed here. Please contact your IT support resources or consult your browser documentation for instructions on setting security levels and excluding specific web sites from any third-party blockers you may have installed.

To access your AI's data, you must first register for a portal account. Your portal account is not specific to ERIC – it gives you access to various current and future planned online services on the LDEQ business web portal site. Once you have an active portal account, you can gain access to your ERIC account either by using a pre-registration code issued to you by LDEQ, or by requesting access through the ERIC Account Administrator. Instructions for these methods are provided below.

## 2.2 LDEQ Business Web Portal Accounts

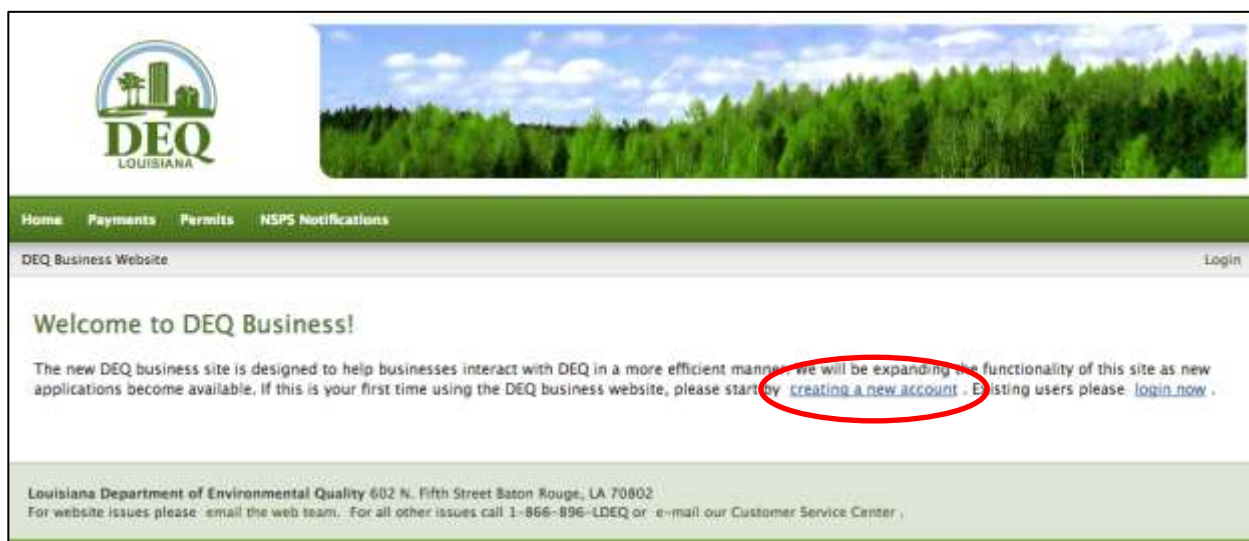
LDEQ Business Web Portal accounts are different from ERIC accounts. A portal account belongs to a specific individual, and is your passkey to allow passage of certain restricted content to LDEQ via the website. A portal

account is required to gain access to an ERIC account. LDEQ strongly discourages the sharing of portal accounts among several users (for example, several consultants within one firm using the same portal account). Each person wishing to gain access to an ERIC account should have their own portal account. However, if several users do share a single portal account, you are strongly encouraged to implement appropriate security measures to ensure that only the appropriate people have access to the account information. For example, you should ensure that whenever staff leaves your company their access to the portal account is withdrawn.

Portal Accounts are not necessary to access the ERIC Public Reports Page.

To sign up for a portal account, follow these steps:

1. First, point your web browser to the Business Web Portal home page:  
<http://business.deq.louisiana.gov>
2. Click on the “creating a new account” link:



3. You will see the following screen. Complete the registration form shown below to create your LDEQ portal account. You must provide all of the data shown on the form, including a valid email address to which you have access.
  - a. Username is what you will login to your portal account with.
  - b. You must provide a valid INDIVIDUAL email address. Portal accounts may not be shared among multiple individuals within a company.
  - c. Be sure to enter your real first and last names. If you forget your user name, LDEQ can retrieve it for you by first and last names. You should not use the company name as your first and/or last name.
  - d. Passwords must be at least 7 characters long.
  - e. If you are having trouble creating your new account, click the “let us know” link for help.

## Register for an Account

\* indicates a required field.

Please note that for security reasons you will need to create a new account here. This account will be different from the one you used to login to the main DEQ website. Your old account will soon be phased out in favor of this new account.

\* Username  
  
Use only letters, numbers and/or underscores.

\* Password

\* Confirm password

\* E-Mail

\* Confirm e-mail

\* First Name

\* Last Name

\* Company

\* Title

\* Address

\* City

\* State

\* Zip

\* Phone number:

Phone number (alt):

### Why Register?

Registering for an account at DEQ allows you access to many online services we provide. You can create one account to log into many of our programs online.


If you are having trouble registering a new account, please [let us know](#).

### Are You a DEQ Employee?


If so, you already have a login! Just use your DEQ system account to [login now](#).

### This is a Secure Site

DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.



- The Business Web Portal will give you a confirmation message and you can then log in using your new account username and password:

 Your account was successfully created! You may now log in.

## Login to Your Account

If you are having trouble logging in, please [let us know](#).

### This is a Secure Site

DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.



- Click the "I am NOT a DEQ Employee" button then enter your username and password:

## Login to Your Account

If you are having trouble logging in, please [let us know](#).


Please note that for security reasons you will need to create a new account here. This account will be different from the one you used to login to the main DEQ website. Your old account will soon be phased out in favor of this new account.

**User Name**  
  
[Forgot your username?](#)

**Password**  
  
[Forgot your password?](#)

☐ Remember Me

**Login** Cancel and login as a DEQ Employee



**This is a Secure Site**  
DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

**Don't have an account?**  
[Create One Now!](#) It takes only a few minutes.

- After successfully logging in to the Business Web Portal, click the ERIC link in the main menu to access ERIC:



## 2.3 ERIC Accounts

An ERIC account represents a specific AI and owner company. Each AI required to report annual emissions per LAC 33:III.919 or LAC 33:III.5107 is issued an ERIC account for the current owner. Prior owners (or new owners when an AI changes ownership) will be issued their own ERIC account for that AI. The ERIC account is the home for both criteria pollutant and/or toxics emissions inventories for that AI and owner company.

The AI name on ERIC accounts is pulled dynamically from TEMPO and in real time. When a change is made to TEMPO, the AI name on the ERIC account will immediately reflect that change.

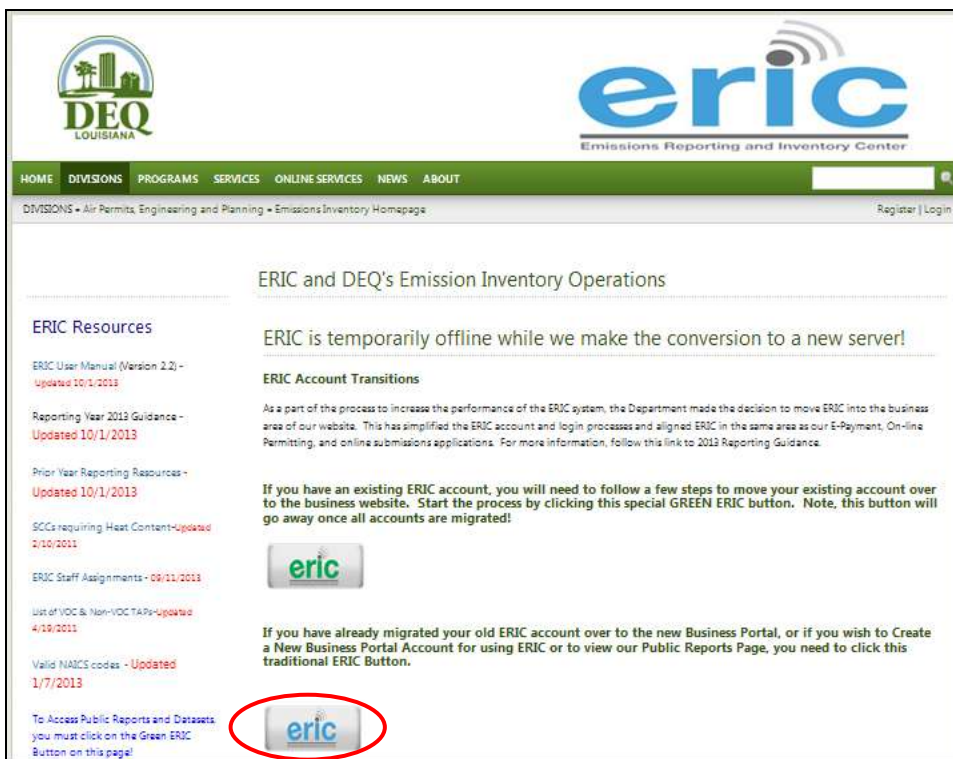
Portal accounts are granted access to ERIC accounts by either using an LDEQ issued pre-registration code, or by the ERIC Account Administrator. As new accounts to the ERIC database are added, a pre-registration code will be provided to the EI contact at the AI/owner company for initial access as the ERIC Account Administrator. The process for using a pre-registration code is described in [Section 2.4](#).

If you are a facility (an AI) required to report but you do not have access to your ERIC account, you should contact LDEQ (see [Section 1.3](#)) to request a pre-registration code for your ERIC account. If your AI number is not available in ERIC for your owner company, call or send an email to the staff member assigned to your parish and ask that an ERIC account be created for your AI number and owner company. Make sure that you include your contact information for the EI contact, the AI number, Owner Name, and email address so that LDEQ can send the account's pre-registration code. LDEQ will send the pre-registration codes to EI contacts at the AI/owner company only and not to consultants or other contacts. Once a pre-registration code has been used, it is no longer a valid code.

Once initial access is granted and the ERIC Account Administrator is established using the pre-registration code, access to an ERIC account may be granted to additional portal accounts by the ERIC Account Administrator. This process is also described in more detail in [Section 2.5](#) and [Section 2.7](#). You should remember that after the ERIC Account Administrator is identified using the LDEQ supplied pre-registration code, all future user access for the ERIC account will be managed by the ERIC Account Administrator, not by LDEQ.

## 2.4 Using a Pre-registration Code to Access Your ERIC Account

1. Navigate to the ERIC home page:  
<http://www.deq.louisiana.gov/eric>
2. Click on the ERIC link to open ERIC in the Business Web Portal:

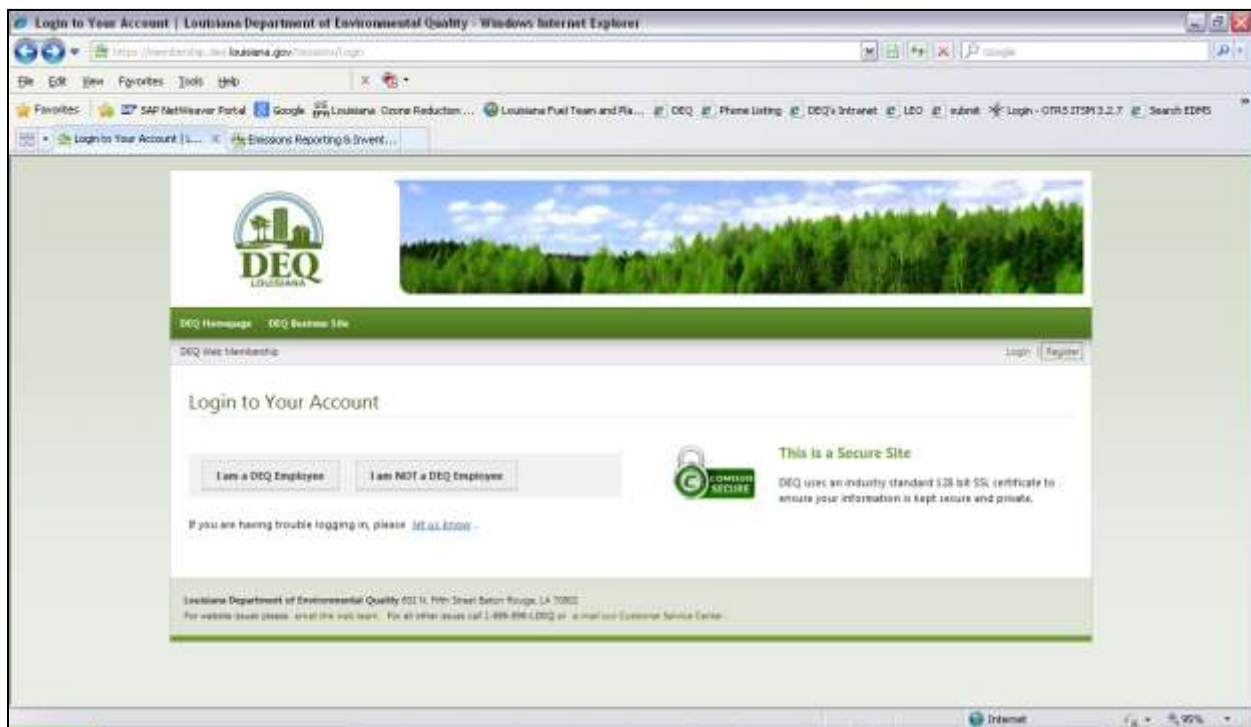




3. If you are not already logged in to your portal account, click the Login button at the top right of the page. You will be prompted for your portal user name and password:



4. Click the "I am NOT a DEQ Employee" button then enter your username and password:



## Login to Your Account

If you are having trouble logging in, please [let us know](#).

Please note that for security reasons you will need to create a new account here. This account will be different from the one you used to login to the main DEQ website. Your old account will soon be phased out in favor of this new account.

**This is a Secure Site**  
DEQ uses an industry standard 128 bit SSL certificate to ensure your information is kept secure and private.

**Don't have an account?**  
[Create One Now!](#) It takes only a few minutes.

User Name

[Forgot your username?](#)

Password

[Forgot your password?](#)

☐ Remember Me

[Cancel](#) and login as a DEQ Employee.

5. At the bottom of the ERIC home page, you will find a link to request access to a facility. Click on the link:

[Request access to a Facility \(EI submitters, responsible officials, or designated consultants only\)](#)

[User Administration](#)

[Public Reports](#)

[Show Help Topics](#)

Change Account:

Hint: start typing an AI number or AI name and a list of matching entries will appear. You need to enter at least two characters, or leave the field empty and press the down arrow to see all accounts to which you have access. Once the list appears, you must click on the entry you want, or scroll using the arrow keys and then press enter.

ERIC Version 10.0.0

6. You will see the Request Access page with two options for requesting access. Select the option labeled *I have received a pre-registration code in the mail*:

## Emissions Reporting and Inventory Center

### Request Access

Use this form to request access to a facility for Emissions Inventory reporting purposes.

☐ I am an employee of the facility owner, or a designated consultant

☒ I have received a pre-registration code in the mail

Please enter the AI Number for which you are preregistered:

Please enter your preregistration code:

7. Enter your AI number and your pre-registration code and then press submit. If you entered the correct AI number and pre-registration code, your account will be activated and you will be granted Administrator rights to your account.

8. You will need to logout and then log back in for your access permissions to be applied.

Once you have completed this process, your portal account is registered as the ERIC Account Administrator. You now have full rights for the selected ERIC account, including creating, editing, and submitting inventories, as well as granting or rejecting access requests from other portal users.

## 2.5 Requesting Access to an ERIC Account

If you need access to an ERIC account, you can request access from the ERIC Account Administrator, who decides whether or not to grant or reject the request and, if granted, what level of access you will have. For example, you may be another staff member at the AI working on preparing the emissions inventory, or you may be a consultant hired to assist in the inventory preparation.

Use the following process to request access to an ERIC account:

1. Navigate to the ERIC home page and log in to the portal (see steps 1 through 4, above in [Section 2.4](#)).
2. From the ERIC home page, click the ERIC logo to access ERIC (see step 5 above in [Section 2.4](#)).
3. At the bottom of the page, use the link to *Request Access to a Facility* (see step 6 above in [Section 2.4](#)).
4. You will be presented with two options for requesting access. Select the option labeled *I am an employee of the facility owner, or a designated consultant*:

**Emissions Reporting and Inventory Center**

### Request Access

Use this form to request access to a facility for Emissions Inventory reporting purposes.

☒ I am an employee of the facility owner, or a designated consultant

Please enter the Agency Interest number(s) you need access to:

You can request access to more than one AI at a time - just type in the values separated by commas.

The following information will accompany your request. By making this request, you agree to allow this information to be shared with the account manager(s) for the Agency Interest Number to which you are requesting access.

First Name:	John
Last Name:	Haasbeek
Email:	john@haasbeek.com

☐ I have received a preregistration code in the mail

5. You are prompted to enter the AI numbers you want to access (use a comma separated list if you are requesting access to more than one account). You are also notified that your portal account information (name and email address) will be made available to the Administrator of the account(s) to which you are requesting access.
6. Click the *Submit* button to continue.
7. The ERIC system will display the AI numbers to which you have requested access and the owners of the ERIC accounts for those AIs. Confirm that the owner for the ERIC account is the correct owner to



which you want your request to go to. Make sure you select the correct owner organization for AIs that have more than one account, then click *Confirm* to submit the request:

Emissions Reporting and Inventory Center

Access Request Details

You have requested access to the following Agency Interest Numbers:

AI Number	AI Name	Owner
90172	East Lake Verret Facility	Choose One...
90179	Leleux Central Production Facility	Rozel Operating Co Meridian Resources (USA) Inc

Save Cancel

8. Your request will be added to the user administration screen for the account(s) you have requested.

Once you have made the access request, you should contact the ERIC Account Administrator to let them know you have requested access to their account. **For security reasons, the system does not generate an automatic email to the ERIC Account Administrator nor does it notify the requestor if access has been granted or denied. If you do not know who the ERIC Account Administrator is, contact LDEQ (see [Section 1.3](#)) with the AI number and owner name and request the name and/or email of the ERIC Account Administrator. If the ERIC Account Administrator is no longer associated with the AI, contact LDEQ (see [Section 1.3](#)) with the AI number and owner name and let staff know that the ERIC Account Administrator is no longer associated with the AI and request a new pre-registration code.**

If an ERIC account does not exist for an AI, the note below is displayed. You should contact LDEQ (see [Section 1.3](#)) to have the ERIC account set up.

Emissions Reporting and Inventory Center

Access Request Details

You have requested access to the following Agency Interest Numbers:

AI Number	AI Name	Owner
1	The Ai number you entered was not found - it will be excluded from your request.	

Save Cancel

Your portal account may have access to multiple ERIC accounts. When you log in to ERIC, you will be presented with a drop down menu of accounts to which you have access. At any time, you can change the account you are working on using a drop down menu at the bottom of the ERIC home page:

To select an account to work on, click in the Change Account box then start typing the AI number or AI name you are looking for. After typing at least two characters (and after a brief pause during which a “loading” symbol is displayed at the right end of the Change Account box), a list of matching entries will appear. You can use the up and down arrows on the keyboard to highlight the entry you want then press the Enter key to select it, or you can use the mouse to click on a row in the matching entries list. Either method will take you to the Account Home Page for that account. If you are not sure which AI you want, just press the down arrow while the Change Account box is selected and empty, and the list of all available accounts will appear (based on your user access privileges).

## 2.6 Portal Account Management

Once you have logged in to the LDEQ portal system, you can manage your portal account (password and contact information) by clicking on the link “Edit Your Account”.

From the Edit Your Profile page, click on any info block to edit that piece of information. When you are done, press the “Update Profile and Continue” button at the bottom of the page. NOTE: Clicking on your name when you are logged in will automatically direct you to the Update Profile page as well.

DEQ Louisiana

DEQ Homepage DEQ Business Site

DEQ Web Membership Logged in as **vince@louisiana.gov** Logout

### Edit Your Profile

\* indicates a required field

First Name: Michael  
Last Name: Vince  
Email: michael.vince@louisiana.gov

\* Company  
Louisiana DEQ

\* Title  
Senior Scientist

\* Address  
602 North 5th Street

\* City \* State \* Zip

From the Account Management Center Page, click on the DEQ Business Site link to get back to ERIC.

DEQ Louisiana

DEQ Homepage **DEQ Business Site**

DEQ Web Membership Logged in as: vince@louisiana.gov Logout

✔ Your account was successfully updated.

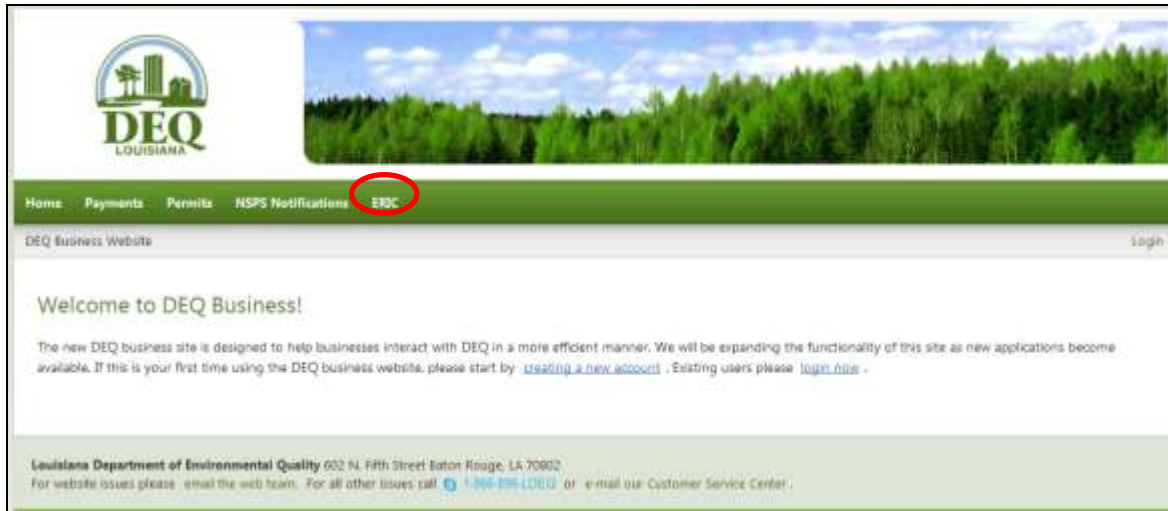
## Welcome to the DEQ Account Management Center

**You're Logged In!**  
[Edit Your Account](#)

**What is my DEQ ID?**  
Your ID grants you access to many of DEQ's online services, removing the requirement to use different IDs for our many services. We're adding new services all the time.

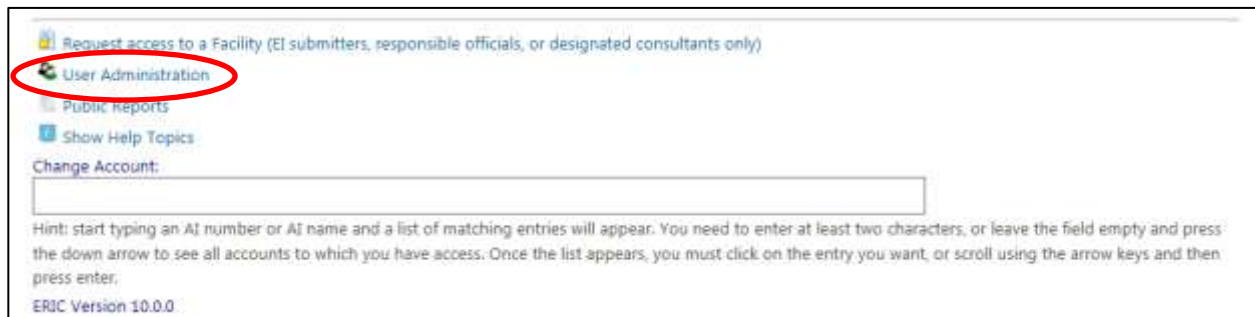
If you're a DEQ employee, you can use your system account to as your ID.

If you are having trouble with the membership system, please [let us know](#).



## 2.7 User Management

The user management functions available to the ERIC Account Administrator are reached using the User Administration link at the bottom of the ERIC home page:



The User Administration page shows a list of current portal users that have access to the ERIC account, and a list of pending access requests:



You can grant or reject access requests using the *Grant* and *Reject* links in the Outstanding Access Requests list (see above). Selecting *Reject* deletes the access request from the list. Selecting *Grant* moves the portal user's

account from the Outstanding Access Requests to the Current Account Users list with a role of Reader (see below). If you wish the user to have a user role other than Reader, you must modify the role.

To modify a user's role, click the *Edit* link on the user's row in the Current Account Users list. Use the drop down menu in the Role column to select the role you want the user to have, and click Save (or Cancel to discard the changes). To delete a user's role completely, click the Delete link in the user's row.

The screenshot shows the 'Emissions Reporting and Inventory Center' interface. Under 'User Administration', there are two tables: 'Current Account Users' and 'Outstanding Access Requests'. The 'Current Account Users' table has columns for First Name, Last Name, Email Address, and Role. A dropdown menu is open for the 'Role' column of the second row (Kelly Petersen), showing options: Reader, Manager, Administrator (highlighted), and ResponsibleOfficial. To the right of the table are buttons for 'Edit', 'Delete', 'Save', and 'Cancel'. The 'Outstanding Access Requests' table has columns for First Name, Last Name, Email Address, Request Date, and buttons for 'Grant' and 'Reject'. At the bottom, there is a link to 'Return to Emissions Reporting and Inventory Center Home'.

First Name	Last Name	Email Address	Role
John	Haasbeek	john@haasbeek.com	Reader
Kelly	Petersen	kelly@wonky.com	Manager
			Administrator
			ResponsibleOfficial

First Name	Last Name	Email Address	Request Date
John	Haasbeek	john@haasbeek.com	9/27/2013

You can grant the same role to two different users; for example, you may choose to have more than one Administrator for the account. You cannot list the same user twice with the same role but you can have the same user listed with two different roles; for example, you may have the same user listed as Administrator and Manager. Also, you cannot change or eliminate your own Administrator role unless there is another account with Administrator privilege (each ERIC account MUST have at least one Administrator).

## 2.8 User Roles

The ERIC system allows four user roles – each user role defines what that user can do in the ERIC system:

**Administrator** – this role is the same as the Manager role with the addition of access to the User Administration functions.

**Manager** – this role provides editing privileges on your ERIC data. Users with the Manager role can edit data, upload inventory data in Excel format, create new inventories, edit existing inventories, revise old inventories, and submit inventories. Managers do not have access to User Administration functions and therefore, cannot grant user access or modify user roles, nor can they certify inventories online (when available).

**Reader** – this role provides read-only access to your ERIC data. Users with this role can view your inventories and can download the data to a spreadsheet, but they cannot edit any data, upload new inventory data, or submit the inventory. This is the default user role assigned upon granting access to a requestor.

**Responsible Official** – this role provides all of the privileges of the Manager role, plus the ability to certify an inventory. This will be particularly important when online electronic certification is enabled, as Responsible Officials will be the only users who can perform that function. Although you may assign the Responsible Official role to any portal user, you MUST complete and submit the appropriate paperwork to LDEQ for each such individual. You may have more than one Responsible Official per ERIC account.

To assist you with any questions you may have in preparing your inventory, internal LDEQ staff automatically have Reader role on all ERIC accounts which allows them to view your data and help with any issues you may have. In order to better assist you, there may be circumstances in which LDEQ staff need more than Reader role on your



ERIC account. LDEQ staff may then request and be granted access to the ERIC account as the Manager role or the Administrator Role.